

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: MANAGER, CATERING SERVICES

Reports To: Designated Supervisor

UW Job Code: 3050

UW Job Family: 39 - Food Service Professional

SOC Code: 35-1012

FLSA: Exempt

Pay Grade: 22

Date: 3-6-03 (revised 7-1-04; 7-1-06; 7-1-08)

JOB PURPOSE:

Oversee all aspects of catering services including menu planning, food production and logistics coordination.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Work with clients, end-users and the Events Planning Office to coordinate and market catering services; develop and deliver rate quotes for services; ensure proper protocol is followed when booking events.
- Oversee menu planning and food production processes for University Catering; ensure food production processes are effective and efficient; ensure catering outcomes are consistently high quality.
- Attend events to ensure on-site full-time presence, and oversee all event activities.
- Train and supervise staff (both student and non-student); design and implement training programs for staff; schedule staff for events and instruct them as needed; monitor labor costs and maintain labor cost reports and documentation.
- Prepare contracts/agreements, maintain booking records, schedule calendars and create invoices for the client.
- Assist supervisor with coordinating assessment, developing plans, goals and strategies for the requisite unit; assist supervisor in developing conference and hospitality budgets and proposed fees; maintain budget records and monitor accounts.

SUPPLEMENTAL FUNCTIONS:

- Promote public relations with students, guests and University personnel.
- Review and update catering processes and procedures.
- Assist with special projects, as assigned.

COMPETENCIES:

- Attention to Detail
- Quantity of Work
- Service Orientation
- Developing Organizational Talent
- Strategic Planning
- Technical/Professional Knowledge

MINIMUM QUALIFICATIONS:

Education: **High School Diploma or GED**

Experience: **5 years work-related experience**

Required licensure, certification, registration or other requirements: **None**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Food production and quality management for a comparable-sized operation.
- Hospitality industry and comparable conference/catering operations.
- Catering menu development and promotion.
- Applicable federal, state and local codes, rules and regulations.
- Marketing plans for generating catering revenues.
- Food/beverage purchasing, production, delivery, service.
- University invoicing procedures.
- Various buffet set-ups and service styles.
- Methods, procedures, and equipment used in food handling and the operations, cleaning, and care of equipment.
- Food quality and values as well as nutritional and economical substitutions within food groups.
- Rate quote development and delivery processes and techniques.
- Catering outcome management and assessment.
- Budget preparation, implementation, and monitoring practices.
- Contract and agreement preparation and assessment.
- Records maintenance techniques.
- Public relations techniques.

Skills and Abilities to:

- Manage time to meet project/event deadlines.
- Lift 50 to 100+ pounds regularly.
- Monitor and/or maintain quality control standards.
- Coordinate quality assurance programs.
- Organize and coordinate various projects and/or events.
- Coordinate multiple components of catering including equipment, space, set-ups, and labor.
- Work events at night and/or weekends.

- Develop event budgets, track expenditures and revenues, and assist with developing the unit budget.
- Negotiate and manage contractual agreements.
- Budget preparation and fiscal management.
- Use independent judgment to manage and impart information to a range of clientele and/or media sources.
- Maintain accurate and detailed financial and personnel records.
- Meet project deadlines, and manage multiple tasks with continual interruptions.
- Effectively communicate with others.
- Examine and re-engineer operations and procedures, formulate policy, and develop and implement new strategies and procedures.

WORKING CONDITIONS:

Standard office, kitchen and food service environments; regular exposure to noise, vapors, temperature changes, and fumes; occasional exposure to chemical and mechanical hazards.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.